

## C3.1: EMPLOYER'S SERVICE INFORMATION

### 1 Description of the service

#### 1.1 Executive overview

Provision of Aerial surveillance services at Matimba Power Station including all its outside Sites/plants for a period of 36 months.

#### 1.2 *Employer's requirements for the service*

**Introduction** to scope of work

The scope entails:

Provision of Aerial surveillance services at Matimba Power Station (including Bunkers, Control Bins, Boilers, All Silos – operations within closed/controlled spaces) including all its outside plants.

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The scope of work consists of:

- a) 8 flights per a 24-hour period patrolling surface holing's at Matimba Power Station sites as per the Security manager's instructions.
- b) Fast and efficient response to alarms at critical infrastructure and identified hotspots.
- c) Day and night detection of suspicious movement of people and vehicles with accurate details.
- d) Special events monitoring (crowd/strike management)
- e) Any other request pertaining to security needs at any time where and when human being (safety) can't be an option.
- f) As and when required basis will be performed at a fixed hourly rate and any flight request(s) above the 8 flights restriction will be billed on a fixed -hourly rate.
- g) One Drones team staffed by BVLOS qualified pilot and an assistant operator.
- h) Two multicopter drones equipped with thermal cameras for night operations and remote voice command.
- i) Drones' availability of not less than 95% at any required time.
- j) Technical support and weekly reporting.
- k) Data management for incidents (recording and archiving)
- l) Live streaming of 1080p resolution video from drones for the Matimba Security Control Room (and the EP Centre during emergencies).

Item nr	Description	Unit	Expected Quantity
1	<b>Drones Surveillance (NKP, Closed/controlled spaces) and Non-NKP</b>		
1.1	Drones Operator (Day)	Monthly	2
1.2	Drones Operator ( Night)	Monthly	2
1.3	Assistant Drone Operator (Day)	Monthly	2
1.4	Assistant Drone Operator (Night)	Monthly	2
1.5	Day and Night Detection systems on critical points (visual reporting and recording)	ea	150
1.6	Battery back-up to cover 5 hours flying time	ea	10

1.7	Reflective Clear Drone Surveillance Notice Signs and installation/mounting of the signs at assigned areas (45cm x60cm)	Once off	30
1.8	Long Range Multirotor drone device (day and night)	Monthly	2
2.	<b>Preliminaries and General</b>		
2.1	Site Establishment	Once off	1
2.2	Vehicle (day and night)	Monthly	1
2.3	SHEQ File	1	1
2.4	Medicals (two annual medicals + Exit medical)	8	2
2.5	Safety PPE (Covert Operations)	8	2
2.6	Police Fingerprints Clearance (once yearly)	8	1

#### **Additional Scope:**

– RPAS vendor must be registered with PSIRA, fully active license form SACAA including Valid Operator Licences.

The drones must have endurance capability of not less than 2-hour flight time with a single flight time of not less than 30 minutes and capable of flying in wind condition of up to 12m/s.

Effectively track suspects/thieves, guiding Matimba Power Station security Protocols to exact locations thereby assist in the aerial surveillance to effect arrests.

### **1. Communication**

The service provider must ensure suitable continuous communication between operational Drones Team and Matimba Power Station Security Personnel/assigned Security Personnel. Either one or more of the following mediums of communications shall be provided as per user requirements: hand-held radios, satellite radio, contracted cell phones, base radios and push to talk (PTT).

A Shift rooster/shift posting sheets containing names, contact details and signed by contractors' employees will be provided to the Eskom Security Manager/Shift Supervisor on duty by commencement of every-shift and during end-of shift, a reporting-off duty shall be confirmed by the Eskom Shift Supervisor on duty.

Situational reports and a complete operational report – daily briefing and debriefing for the issuing of tasks is mandatory during the performance of this contract.

### **2. Contingency plan**

The service provider must have contingency plans in place for the following:

- Own Strike/Labour unrest amongst own staff.
- Shortage of Manpower due to e.g. absenteeism, sick leave annual leave.
- Equipment Failure e.g. Drones breakdown and Communication system.

### **3. The working times / Shifts**

- Working times determined by PSIRA.
- The service is required 24 hours a day on a two-shift cycle i.e., 06:00 to 18:00 dayshift and 18:00 to 06:00 night shift.

- A signed off reviewed list of drone's teams deployed in terms of this contract must be provided on monthly basis, within 5 days prior to the commencement of the new month.
- The contractor is responsible to ensure that every shift complement is satisfied before commencement of the shift and shift relievers to be made available as per legal requirement
- The Drones team will be expected to do a pre-job / daily risk assessment and safety talks before commencement of every shift.

#### **4. Security Registers**

- The Drones Surveillance Service Provider is expected to keep records of their daily sign on registers and provide detailed reports within every shift.
- Accurate records of all occurrences are to be kept for a minimum of 12 months post the occurrence and should be made readily available to Eskom at any time.

#### **5. Incident Reporting and Investigation**

- All incidents and response to incidents must be handled according to the relevant SOPS and/or work instructions for Matimba Power Station.
- All incidents and response must be immediately reported to the Eskom control room and the Eskom Security Contract manager.
- The SAPS must be contacted immediately only for criminal incidents or suspected ongoing criminal activities.
- Weekly status reports are to be supplied by the service provider.
- The contractor is to ensure that all involved personnel are available for relevant court proceedings, incident investigations and assist Eskom and the SAPS in their investigations as and when required.
- All incidents (including incidents in terms of the Occupational Health and Safety Act), should be reported with immediate effect and a preliminary investigation report provided within 24 hours as well as a final Incident investigation report within Seven (7) days.

#### **6. Documentation**

The following documentation is to be supplied by the service provider at least one (1) week before a Task order can be issued and commencement of the contract.

- List of all potential Drones Team members (including their valid accreditation – Drones Operator Licence, PSIRA) intended to be deployed on Eskom sites in terms of this contract.
- Certified ID copies and PSIRA certificates of all personnel.
- Certified copies of the company and Directors PSIRA registrations certificates.
- Criminal check records as proof that the Security officers have not been convicted of any criminal offence.
- Certified copies of Advance driving course, for all drivers.
- A list of all vehicles, ownership certificate and maintenance records for vehicles to be used as per this contract.
- Driver risk profiles must be submitted for every driver as per this contractor.
- A compressive risk assessment and a site risk assessment report for all sites.
- Equipment list per site.
- Registration status in terms of Companies Act (CIPC)
- Company manpower list with PSIRA.
- Company's valid PSIRA Letter of Good Standing.
- Standard operating procedures per site to include the following but not limited to and should be approved by Eskom representative before application:
  - Wearing of uniform standard.
  - Medical Emergency Procedure.
  - Incident and Reporting procedure.
  - Emergency Preparedness procedure with relevant contact details.
  - Communication procedure.
  - Shift changes.
  - Response process.

## **7. Safety Requirements**

- Contractual requirements mean the service provider will submit the tender returnable during the tender close-out. The evaluation will take place once the mandatory and functional evaluation have been completed. Only shortlisted suppliers who passed mandatory and functional evaluation threshold will be evaluated. The Security Service Provider will be given only ONE opportunity to submit the outstanding documents within 7 working days. Failure to submit the outstanding documents within the stipulated time may result in the tender being regarded as non-responsive and ineligible for contract award.
- The following form part of the tender evaluation criteria (Note: these requirements are applicable to the tender phase only)
- Acknowledgement of Eskom's SHE rules, and requirements forms signed and submitted with the tenderer.
- Safety, Health and Environmental Plan aligned with the SHE specification.
- Baseline SHE Risk Assessment
- Valid Letter of Good standing (COIDA)
- SHE Police signed by the CEO/MD.
- Covid-19 management plan.
- Matimba Power Station Occupational Health and Safety Requirements. (No work will begin until the Health and Safety File has been approved by the Matimba Power Station OHS and Environmental Professionals)
- All vehicles utilized to transport staff, must be fitted with SABS approved seatbelts
- The Service provider is responsible to ensure that the security officers deployed at Ad-hoc sites have access to a shelter, water, and sanitation.
- All drones team members should receive a safety induction before they can be deployed on Eskom sites.
- Safety recommendations following an incident shall be implemented by all Security Service providers to prevent further reoccurrences at any of the Eskom site, as per allocated timeframes.
- Open fires, the use of bar heaters and hotplates as heaters at Eskom sites, is totally prohibited.
- Drones Team officers should observe the provisions of the Criminal procedure Act and all relevant legislation regarding the use of minimum force. Officers should at all-time use minimum force sufficient to bring the situation under control and such force shall cease as soon as the situation is brought under control. No deliberate assault on suspects will be condoned.

## **8. Employer's requirements for the service**

Prior to the site deployment the following provision are to be in place/ and adhered to:

- RPAS vendor have a valid ORC licence which must comply to the following criteria
- A) An approved for R-VLOS, VLOS and B-VLOS for security operations (maximum distance from RPS equal to 15 kilometers)
- Operations within controlled space.
- Operations within restricted airspace which include night operations.
- Use of public road.
- ROC to be approved for inclement weather Act.
- Certified to operate in an NKP site.
- Installation of notice signs advising that the site is under drones' surveillance at the entrances, all sides of the NKP border fences and all outside Matimba PS non-NKP site.
- Appropriate certificate from South African Civil Aviation Authority.
- Criminal checks from SAPS or an AFISWITCH accredited must be conducted on all deployed personnel and results of not more than 30 days be made available.
- Safety and Environmental Files reviewed and approved as per Eskom Matimba Power Station requirements.
- Safety Site and Security Operations Inductions.
- Access Authorization Process (Site Permit) including medical fitness assessments.

- Personal Protective Equipment.
- Immediate availability of the Service Provider's Safety Officer.
- No officers are to be deployed in terms of this contract, before undergoing necessary Eskom induction, Eskom reserves the right to remove such officers that have not complied to this requirements/their medical fitness certificate/Statutory Security requirements including the Eskom Induction have expired.
- Detection systems and the drones signages to remain the property of the Employer upon expiry of the contract.

## 9. Manpower requirements

All Drones team members deployed at Eskom sites must comply and adhere to Eskom policies and all relevant national legislations. (Annexures attached)

No deviation from the operational plan/ change of manpower is to be made without the authorization of the Eskom Security Project Manager or his/her delegate will be permitted.

Drones Surveillance Service Provider's duties are not limited to the above but shall include any other security activities that Esko may introduce in order to enhance security at Matimba Power Station boundaries and environment, in line with security services outlines here above and such activities shall be communicated to the Service Provider in writing.

## 10. Uniforms

- The contractor must comply with legislative requirement (PSIRA Regulation 13). Uniform items must be kept in clean, neat and good condition at all times and no private clothes to be worn whilst on duty and with their uniform.
- Drones Surveillance Service Provider are to wear the specified safety PPE, namely Reflector vests, eyes and hearing protections Hardhats, masks, rain suits, safety boots (as per the communication by the Eskom Security Contract Manager)

## 11. Non-Performance


### Schedule of Deficiency and Penalties

NO.	DEFICIENCY	PENALTY
1	Provision of unaccredited drone Pilot/Drones/Pilot etc	R1000 penalty against the shift.
2	Late posting/early leaving of Drone team (30 minutes)	Loss incurred by Employer to be recovered / R1000 against the shift.
3.	Systems deficiencies – which include inability to produce live streaming, continuous reports etc	Cost of shift

Scope Challenge Team:


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MS Matheba  
Initials and Surname

  
Signature

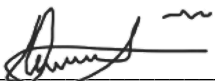
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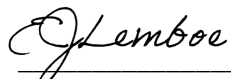
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